

# KTM CARE LTD

## JOB PROFILE

**Job Title:** Support Worker - Full Time

**Location:** Head Office – Community Based

**Responsible to:** Immediate Line Manager

**Hours of work:** 37 hours per week on a shift rota basis including alternate weekend working. Two 'sleep-ins' per week with additional sleep-ins when requested to accommodate service users' needs.

**Holidays:** Statutory minimum of 28 days (Pro rota for other contracts).

### **Benefits:**

- 45p per mile- service user mileage
- Training courses (count as paid hours)
- External NVQ's and long-distance courses paid for by KTM Care Ltd
- "Follow on" mileage paid for at 30p per mile.
- Extra Holidays for long service
- Pension contributions
- Company sick pay scheme, paid in tandem with SSP

### **Main purpose of the job:**

- To look after the physical, psychological, spiritual and environmental needs and preferences of service users, using a personalised approach
- To uphold the service users' privacy, dignity, independence, choice and human rights.
- To build trusting relationships with service users, their family, friends and those important to them.
- To adhere to regulatory and statutory obligations, policies, procedures, guidelines and working practises as indicated.

### **Key roles and responsibilities:**

- To be actively involved with the Induction and training/shadowing of new team members to ensure the smooth running of the projects.
- To help and support new team members to learn the skills and duties to the required standard.
- To support the service user with all aspects of their care including administering / ordering / auditing of their medication, finance monitoring and weekly/monthly checks as appropriate to the service user.
- To follow the service user's care plan and support them as an individual.
- To maintain accurate care records in respect of support given and tasks undertaken.
- To maintain confidentiality at all times and not divulge information to anyone who is not authorised to see it.

- To adhere to and promote safe working practises to ensure compliance with Care Quality Commission's standards and regulations and the company's policies and procedures, compliance with the Health & Safety at Work Act 1974 and all other associated legislation within the responsibilities of the job.
- To take part in day trips and service user holidays.
- To contribute to the planning and organisation of the service user's daily timetable and ensure team members are working in a consistent team approach.
- To assist or prompt the service users to get up in the morning and go to bed at night.
- To assist or prompt the service users to wash, bath or shower as required.
- To assist or prompt the service users to dress and undress into their choice of clothes, guiding where appropriate.
- To assist service users to look after their skin, teeth, hair and nails as required.
- To assist service users with toileting, continence management and personal hygiene.
- To assist service users with their medication as outlined in the Care Plan, and Medication Administration Record.
- To support in the preparation of food and drink for the service user taking account of their likes/dislikes, nutritional needs and cultural requirements.
- To read care and support plans prior to completing tasks and implement changes to care as outlined.

### **Responsibilities:**

- To attend and participate in team meetings/ service user workshops
- To advocate on behalf of service users.
- To attend in-house and external training pertinent to the role, as and when required.
- To observe all health and safety rules and take reasonable care to promote health & safety of self and others and raise any concerns to the Registered Manager as appropriate.
- Any other ad hoc duties requested by the Registered Manager and appropriate for this role.
- As a term of your employment you may be requested from time to time to undertake alternative duties that may reasonably be required within the responsibilities of the post. This may include assisting the company business in various locations.

This job profile defines the present requirements of the position: however, it is not exhaustive and may need to be reviewed as the company develops.

Any relevant changes to responsibilities will be introduced in consultation with the post holder.

I have read and understood the above job profile and agree to adhere to the responsibilities of the post as outlined: